



Army's e-Learning Computer Based Training Program

A Giant Step from De-Centralized Local
Learning Environments
to World-Wide Web/Internet Interactive
Training Technology

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CECOM-SEC-Belvoir

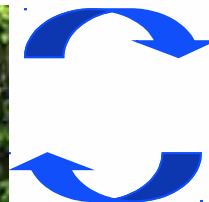


Outline

- Program Objective
- Army Support Organization
- Background
- Program Integration
- Program Description
- Successful Program Initiatives
- Next Step
- CBT Registration Process

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Program Objective

**Train More of the Army's
Workforce
with Less Money
to a Higher Standard**

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Army Support Organization

- **U.S. Army - CIO/G6 Program Director - Mr. Robert Schwenk**
- **U.S. Army - Communications-Electronics Command (CECOM) Software Engineering Center - Belvoir POCs:**
 - **Susan Padgett- COR Team Leader**
 - **Leslie York - CBT Program Administrator**
 - **Kim Wagus - Backup COR/Program Administrator**
 - **Sheila Randolph - Army/Agency Specific Training**

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Background

- **Army's CIO concern**
 - **Rapid change of work environment**
 - **Ensure an IT literate workforce**
 - **How to implement continuous training**
 - **Train a world-wide mobilized force**



Program Integration

- **Army Knowledge Online (AKO):**
 - Authentication of ATRRS registration process
 - Portal for access to ATRRS
 - User accessible repository for program documentation
- **The Army Training Requirements and Resources System (ATRRS)**
 - Provides updates to official records for course completion.
 - Provides registration interface to MySmartForce
 - Course completion certificates
 - Reports
- **MySmartForce**
 - Courseware/user management
 - Reports



usarmy.smartforce.com

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Program Integration

Benefits of Integration

- Connects MySmartForce with ATRRS for management of individual training record
 - Individual Development Plan (IDP) and self development
 - Credit on official records, i.e. ATRRS and AARTS Transcripts, for completed courses
 - Provides basis for promotion point award
 - Allows course certificates to be sent to student
 - Provides positive control over registration and contract volume administration
 - AKO authentication process eliminates duplication of enrollees
 - Significantly reduces routine administrative requirements



Program Integration

Training Value

- Promotion Points
- College Credit - American Council on Education (ACE)
- Continuous Learning Points for Acquisition workforce
- 1,418 courses currently available with maximum of 1,500
- Flexibility of the CBT Environment (take courses anytime, anywhere, even from home)
- 40+ IT Certifications
- Mentoring - Online and 'Ask My Mentor' with certification curriculums and individual courses
- Technical Chat Room/Seminars/On-Line Discussions
- Maintaining skills when technology changes so rapidly
- Range of Competencies, novice to expert
- Integrated with AKO, Army Training Requirements and Resources System (ATRRS); Army American Council on Education Registry Transcript System (AARTS)



Program Description

Who Can Register?

- Available to everyone in the Army workforce:
 - All active duty soldiers
 - National Guard
 - Reserve
 - Army Civilian employees
 - Students at Army schools
 - Special status students (e.g. ROTC, NAF, etc.)
- Must have an AKO account to register



Program Description

Additional CBT Program Support



- **CBT Program Administration and Help Desk Support**
 - **Semi-Annual IPRs with 39+ representatives from Army and National Guard world-wide**
 - **Monthly Web-Ex IPRs with Army representatives**
 - **CBT WebPage/Marketing**
 - **Contract Oversight**
 - **Distribution/tracking of CBT CDs to deployed soldiers/units**
- **4 Additional Help Desks:**
 - **Army Training Support Command, Ft. Eustis; AKO; ATRRS; SkillSoft**



Program Description Relative Costs

- **Total Cost of Program for FY04:
\$2,141,302.00**
- **429,354 courses completed x \$310.00
per course = \$133,099,740**
- **Learning Tree: Installing, Configuring
and Administering Microsoft Windows
XP Professional, Exam 70-270 =
\$2,130**
- **CTEC - MCSE Certification Training:
approximately \$9K**



Program Description

Certification Programs Available

- Microsoft Certified Systems Engineer
- Information System Security
- Internet and Intranet Security
- Security+
- Cisco
- IBM
- Oracle
- Project Management
- And Others

+	Avaya
+	Java
+	Lucent
+	Cisco
+	CompTIA
+	IBM
+	Lotus
+	Microsoft
+	Novell
+	Oracle
+	Project Management
+	Sybase



Successful Program Initiatives

ACE College Credit Program

- SkillSoft offers six course modules that have been reviewed and recommended by the American Council on Education (ACE) for two college credits each.
- A team of representatives from USA PERSCOM, CIO/G6, SEC-Belvoir, ACE, and SkillSoft developed procedures for obtaining the ACE Transcripts for these courses and posted these procedures in March 2003.
- Students are required to take the Course Test Prep Exam in a monitored environment and submit paperwork to ACE. ACE will then send a transcript to the student and one institution that the student chooses.
- The Test Prep Exam is accessible through student's "My e-Learning Path"
- The decision on whether the recommended credits will be accepted will be made by the institution.
- To date, 148 individuals have requested ACE packets; 5 have completed the monitored exam and received transcripts from ACE.



Successful Program Initiatives

Enlisted Promotion Points

- After coordination between the SEC-Belvoir, CIO/G6, PERSCOM, and the G-1, PERSCOM announced that promotion points were valid under military education for completion of vendor-based e-Learning courses.
- Promotion points are awarded under the same guidelines as correspondence courses (5 training hours = 1 promotion point).
- Guidance was published in the PERSCOM Memorandum, subject: DA Promotion Point Cutoff Scores for 1 January 2003 and Junior Enlisted Issues, dated 13 December 2002. Document is currently posted on the AKO Education Webpage as well as the Army CBT Webpage.
- GI to Jobs has identified the Army's e-Learning Program as a tool for soldiers to fill any gaps that exist between their military training and experience and the civilian credentialing requirements.

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Successful Program Initiatives

Enlisted Promotion Points

Army Personnel Education Training History - Military Training - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ATRRS Personnel Education Training History Main Menu

Student Menu

- Individual Training Record
- Unofficial Transcript
- Training Available
- Logoff

Catalog

- Centralized Course Catalog

Links

- Back to the Main Menu
- Privacy and Security Notice

ATRRS

Army Training Requirements And Resources System

The following list represents all of your reservations with accompanying course completion status, waits, and class cancellations within ATRRS. All training history from 1986 to present is displayed. You may view the ATRRS Course Catalog information by clicking on a course number. The course title and other information is also available by positioning your mouse pointer over the course number.

If the course is recognized by ACE you can click on the icon in the 'ACE' column to take you to the ACENET website where you can view college credit recommendations for that course.

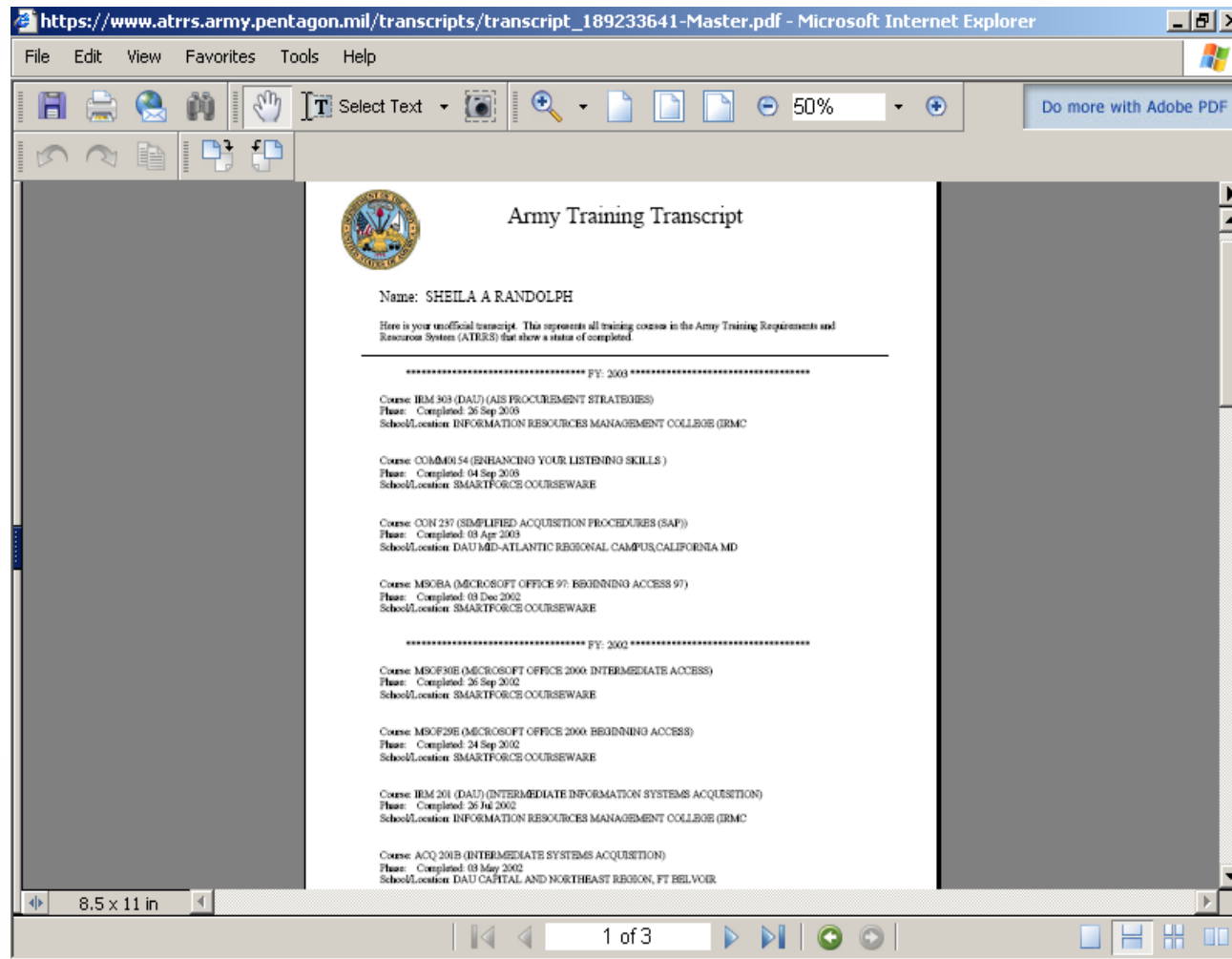
Finally, you should see a link in the 'Certificate' column for all successful SmartForce course completions. You may have a completion certificate emailed to your AKO email account by clicking on this link.

Military Training Record for: SHEILA A RANDOLPH							Page: 1 of 4 >>
FY	Course	Phase	Class	End Date	Status	ACE	Certificate
2004	IRM 303 (DAU)		004	07 May 2004	Cancelled		
2004	IRM 303 (DAU)		001	19 Dec 2003	Wait		
2004	DAIG		001	07 Nov 2003	Reserved		
2004	SMARTFORCE		001	31 Oct 2003	Reserved		
2003	IRM 303 (DAU)		005	26 Sep 2003	Completed		
2003	COMM0154		001	04 Sep 2003	Completed		
2003	SYS 201B		042	18 Jul 2003	Cancelled		
2003	IRM 303 (DAU)		003	27 Jun 2003	Cancelled		
2003	CON 237		319	03 Apr 2003	Completed		
2003	SYS 201B		034	28 Feb 2003	Wait		
2003	MSOBA		001	03 Dec 2002	Completed		
2003	SMARTFORCE		001	28 Oct 2002	Completed		
2002	MSOF30E		001	26 Sep 2002	Completed		
2002	MSOF29E		001	24 Sep 2002	Completed		



Successful Program Initiatives

Enlisted Promotion Points



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Successful Program Initiatives

Enlisted Promotion Points



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Successful Program Initiatives

How Army Organizations are Using the Program





Successful Program Initiatives

Information Assurance

- Audience: Systems Administrators, Network Managers, IA Staffs and Users
 - Specific training for each job function
 - Multiple levels of training for Systems Administrators and Network managers
 - Classroom and web-based
 - E-Learning
 - User training
 - Refresher training for all IA positions available on SkillSoft/SmartForce



Successful Program Initiatives

Information Assurance

PHASE I - NETCOM Information

Assurance Custom Learning Path

My SmartForce - Microsoft Internet Explorer provided by HQ

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address

Go

MySmartForce

Home e-Learning Paths Events Discussion Library Support

System Checklist Live Help Logout

Views | Test Prep | Organization Resources | Preferences | Help | Administration |

Views >> My e-Learning

- *NETCOM-Information Assurance-Phase I
 - Information System Security
 - Security Management and Operations Security Practices
 - Access Control and Physical Security
 - Cryptography and Network Security
 - Security Architecture and Applications Security
 - Business Continuity Planning, Law, and Ethics
 - Net Safety
 - Network Security Issues
 - Internet Security: An Overview
 - Internet Security: Firewall Principles
 - Internet Security: Internet Site Security
 - Internet Security: Public Key Infrastructure
 - Internet Security: Secure Communications
 - Internet Security: Secure Web Commerce
 - Internet Security: Multi-tier Virus Protection
 - Internet Security: Cryptography
- *NETCOM-Information Assurance-Phase II
 - A Problem-Free Approach to Problem-Solving
 - Information Technology: Intranets and the Internet
 - Information Technology: Introduction to Information Systems
 - Information Technology: Principles of MIS
 - Making Change Work For You
 - Making Meetings Happen
 - Network Security Issues

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Successful Program Initiatives

Information Assurance

PHASE II - NETCOM Information Assurance

Custom Learning Path

My SmartForce - Microsoft Internet Explorer provided by H...

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address Go

MySmartForce Home e-Learning Paths Events Discussion Library Support System Checklist Live Help Logout

Views | Test Prep | Organization Resources | Preferences | Help | Administration |

Views >> **My e-Learning**

- *NETCOM-Information Assurance-Phase I
- *NETCOM-Information Assurance-Phase II
 - Securing Networked Information I
 - Introduction to Security in Networked Environments
 - Encryption Technologies
 - Firewalls and VPNs
 - Securing Networked Information II
 - Securing Access to Networks
 - Intrusion Detection and Response in Networked Environments
 - Security Analysis and Auditing in Networked Environments
 - Operating System and File Security Issues
 - 70-210/5 Installing, Configuring, & Administering Microsoft Windows 2000 Professional / Installing, Configuring, & Administering Microsoft Windows 2000 Server
 - 70-216 Implementing and Administering a Microsoft Windows 2000 Network Infrastructure
 - Managing Microsoft Windows 2000 in a Network Environment
 - 70-217 Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure
 - 70-219 Designing a Microsoft Windows 2000 Directory Services Infrastructure
 - 70-220 Designing Security for a Microsoft Windows 2000 Network
 - 70-221 Designing a Microsoft Windows 2000 Network Infrastructure
 - 70-222 Migrating from Microsoft Windows NT 4.0 to Microsoft Windows 2000
 - Implementing Microsoft Cluster Service on Windows 2000 Advanced Server
 - Designing and Deploying Microsoft Exchange 2000 Server
 - Implementing and Administering Microsoft Exchange 2000 Server
 - Introducing Microsoft Exchange 2000 Server
 - Deploying and Administering Microsoft Internet Security and Acceleration Server 2000
 - Sun Microsystems Solaris 9: System Administration I

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Next Step



- **Implement Army e-Learning CBT Initiative Policy**
- **Coordinate with Career Program Offices to map KSAs to SkillSoft courses**
- **SkillSoft courses to Army education requirements**
- **Work with Army schools to incorporate SkillSoft courses into course curriculums**
- **Annual/recurring training, i.e., Prevention of Sexual Harassment (POSH), Ethics, Consideration of Others (CO2) Training**

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Next Step

CP34/2210 Mapping

- **CP34 is utilizing and supporting current CBT Program by:**
 - **Actively promoting CBTs in all CP34 Briefs as "the" source for technical training**
 - **Identifying CBTs as suggested training within the draft Master Intern Training Plan**
 - **Directing CBT course completion to satisfy individual Army Knowledge Leader competencies**
 - **Completing a review to map CBT courses to 2210 parenthetical titles**

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Next Step

CP34/2210 Mapping/Air Force

My SmartForce - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://my.smartfor Go Links >>

System Checklist Logout

Home e-Learning Paths Events Discussion Library Support

Views | Test Prep | Organization Resources | Preferences | Help | Administration |

My e-Learning
Available Content
Browse By Interest
Search
Take a Tour
My Progress
IA Courses

Views >> **Available Content (All Languages)**

- 2210 (IT Management) Job Standards
 - Policy and Planning (PLCYPLN)
 - Security (INFOSEC)
 - Systems Analysis (SYSANALYSIS)
 - Applications Software (APPSW)
 - Operating Systems (OS)
 - Network Services (NETWORK)
 - Data Management (DATAMGT)
 - Internet (INET)
 - Systems Administration (SYSADMIN)
 - Customer Support (CUSTSPT)
- OPM ECQ Leadership Map
 - ECQ #1-LEADING CHANGE
 - ECQ #2-LEADING PEOPLE
 - ECQ #3-RESULTS DRIVEN
 - ECQ #4-BUSINESS ACUMEN
 - ECQ #5-BUILDING COALITIONS/ COMMUNICATION



Next Step

ReferenceWare, Books 24x7

- SkillSoft offered 45 day trial of ReferenceWare, Books 24x7, 15 September-31 October
- Over 4,100 text books in business and technology
- 831 participants to date



Next Step

ReferenceWare, Books 24x7

Books24x7.com - Referenceware for Professionals - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.books24x7.com> Go Links

Books: [1-10] 11-20 21-30 31-... (of 98)

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Coming Soon

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Enter words or phrases that might occur in the text. [tips](#)

All Collections

☒ Search all books
☐ Search only Books on this List

Search

Look Up Books You Know

Enter title words, author's name, publisher or ISBN. [tips](#)

Lookup

Understanding IPv6

by Joseph Davies ISBN:0735612455

Microsoft Press © 2003 (499 pages)

Detailing the features, structures, and protocol processes of IPv6, this guide describes the transition technologies, the relationship of IPv6 to the MS Windows operating system, and practical skills related to multicast listener discovery, and more.

CD Content

Top Section Hits (of 64 in this book)

- Chapter 9: IPv6 and Name Resolution (DNS Enhancements for IPv6)
- Chapter 3: IPv6 Addressing (Types of IPv6 Addresses)
- Chapter 9: IPv6 and Name Resolution (Name Resolution for IPv6)

Relevant Chapters in the [Table of Contents](#)

Implementing IPv6, Second Edition: Supporting the Next Generation Protocols

by Mark A. Miller, P.E. ISBN:0764545892

M&T Books © 2000 (402 pages)

A technical reference for network architects planning the move to the newest version of the Internet Protocol, IPv6.

Top Section Hits (of 34 in this book)

- Chapter 4: Intranetwork Communication in IPv6 (Overview)
- Chapter 2: The IPv6 Specification (2.2 The IPv6 Specification)
- Chapter 5: Autoconfiguration and Local Network Issues (5.7 IPv6 over PPP)

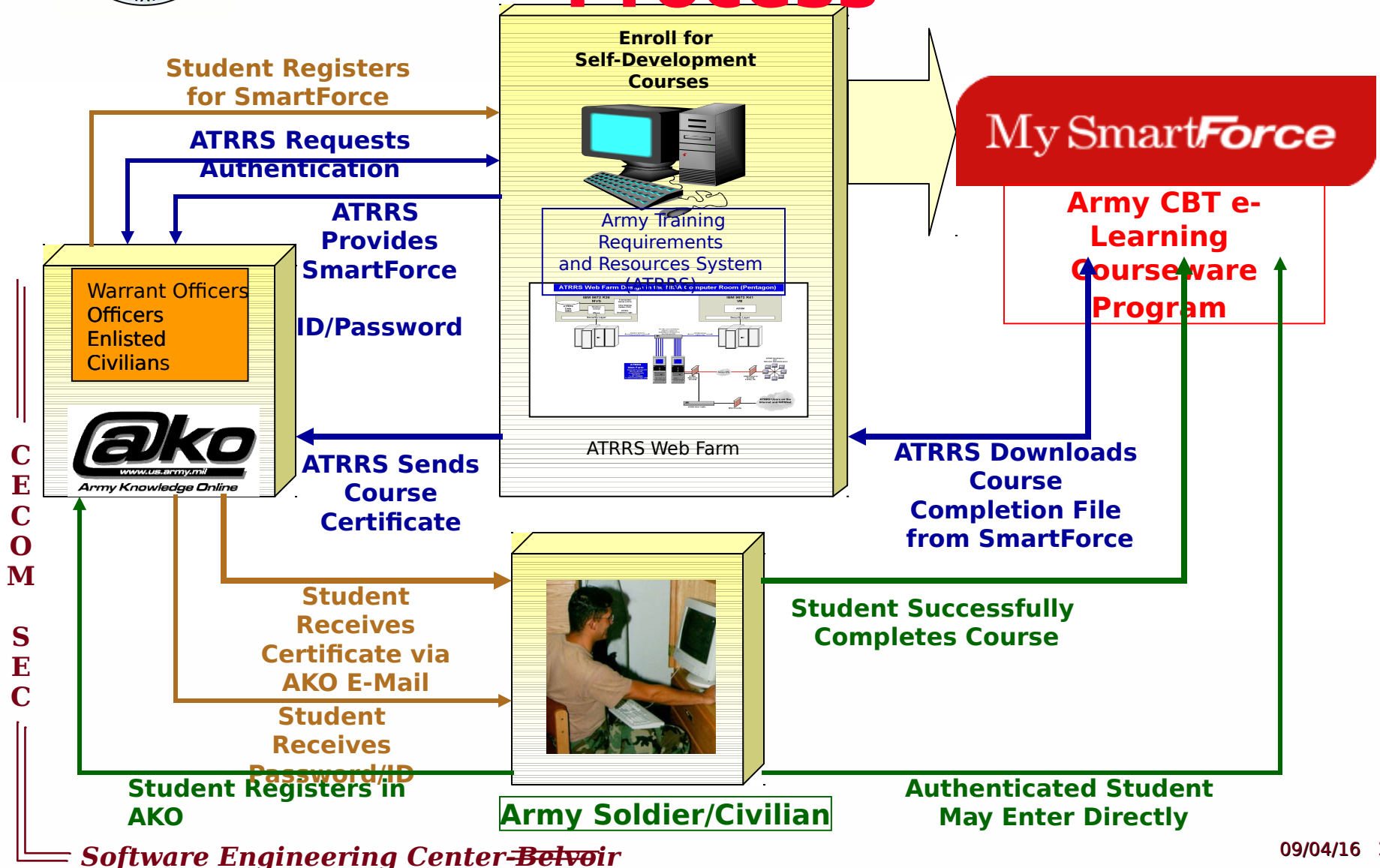


CBT Registration Process

- **FY04 Army purchased 175,000 licenses of SkillSoft's MySmartForce e-Learning environment.**
- **Developed process by which eligible Army users can access registration through Army Knowledge Online (AKO) (www.us.army.mil).**
- **AKO and ATRRS work together to validate authority and grant access to MySmartForce.**
- **ATRRS will verify user eligibility through AKO and register them in MySmartForce (<http://usarmy.smartforce.com>).**
- **ATRRS sends users their user id and password by email to their AKO account.**
- **An additional process provides for the posting of completed MySmartForce Courses to the user's training records in ATRRS. Certificates emailed to user.**



CBT Registration Process





CBT Registration Process

Army Knowledge Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Home Collaborate Search Inside AKO Admin Personalize

Search: Go My Communities AKO Help Feedback User Guide Logout

AKO Services

- AKO IM
- AKO Chat
- AKO Discussions
- AKO Mail (forward)
- White Pages

Reference

Self-Service

- My Personnel
- My Benefits
- My Finance
- My Medical
- My Education
- My Training
- Army Libraries
- My Travel
- My Legal

My Account

- My Links
- My Profile
- My Email Options
- Change Password
- Sponsor Mgmt

My Content

Army Communities

Home → My Education

Remove from My Communities Map

Army CBT

Army Computer Based Training

Today's Message:

Army e Learning 1,500 state-of-the art Computer Based Training courses in Information Technology, Business and Personal Development, available for free to the Army Workforce anywhere, anytime, 24 x 7.

[Army CBT AKO Portal Page](#)

AARTS

Receive college credit for your military training, MOS, and college level exams scores via the AARTS transcript.

[view your transcript](#)

If corrections are needed, please [click here](#) or call 1.866.297.4427 (toll free), 1.913.684.3269 (commercial), or 552.3269(DSN). DO NOT CALL THE AKO HELP DESK.

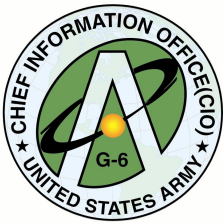
ATRRS Online

ATRRS Online:

My Education News and Notes

The My Education page exists to serve your needs for continuing education. From this point, you should have easy access to Computer Based Training, eArmyU, and many other education resources. Over the next year, please return to this page to see new programs, personalized course offerings, and discussion forums on a variety of education topics.

- [Earn Promotion Points for e-Learning Courses:](#)
According to PERSCOM Enlisted Promotions Branch, effective immediately, promotion points are valid under military education for completion of vendor-based e-Learning courses. Course completion with credit hours must be reflected in ATRRS prior to awarding promotion points. Promotion points are awarded under the



Army MSF Login Page

<https://usarmy.smartforce.com>

SkillSoft - US Army Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help



Welcome to the Army's e-Learning CBT Program

Thursday, October 02, 2003



Login to your US Army e-Learning CBT Program

If you already have a MySmartForce Username and Password enter them here. Remember password is case sensitive. If you do not have a MySmartForce account, go to the Register Block to the right.

Username:

Password:

Register for a US Army e-Learning CBT Account

All users must have an AKO User ID and Password prior to registering for the Army CBT Program. AKO registration is at: <http://www.us.army.mil>

Click the button below to register for the Army CBT Program through ATRRS.

> Register

Tutorial

Want to see all the great things you can do with the Army's e-Learning CBT System? View the tutorial and be amazed!

> Tutorial

Help

For the Army e-Learning CBT Program Help Desk and FAQs

Catalog/Getting Started Guide

Click on Catalog below for the listing of the Army's Course Catalog.



Step-by-Step Process

Welcome to E-Learning!

Welcome to the new registration process for Army e-Learning training. Registration has been automated with the Army Training Requirements and Resources System (ATRRS). Not only does ATRRS verify your eligibility for the program, it will also post successfully completed courses to the user's official ATRRS training record. The program continues at no cost to the individual or their organization. All active duty soldiers, members of the National Guard or Reserve as well as all Department of the Army civilian employees are authorized to access over 1,500 Information Technology, Business Skills, and Interpersonal Skills courses from any location, around the clock (24/7). Please follow the below steps for access to the New Army e-Learning/Web Based training:

Step 1. Log onto: <https://www.atrrs.army.mil/channels/eLearning/smartforce/>

Step 2. Read the directions and click on either "ATRRS Application" or "Register for SmartForce" if you are ready to register

Step 3. Read the eligibility requirements on this page before clicking on "continue". If you are not eligible for this program the system will not allow you to register.

Step 4. On the next page: Enter your AKO User Name and AKO password, and click on submit

Step 5. Once the system accepts your registration you will receive two emails on your AKO email account. One email has your SmartForce logon id (AKO User Name) and the address you will use to log onto SmartForce, and the second email will contain your password.



Step-by-Step Process

Welcome to E-Learning!

Step 6. Download and review the MSF Step-by-Step Guide .

Step 7. When you logon to SmartForce for the first time, it is HIGHLY recommended that you "Take a Tour" of the web site. Icon found at bottom right of screen. This is twelve minutes of very informative information on how to navigate the site and access courses.

For assistance with any difficulty in ATRRS, please logon to <https://www.atrrs.army.mil/help>

For assistance with registration or any other difficulty you are experiencing, first read the Frequently Asked Questions below, if you can not find your answer, try calling 1-800-275-2872 or email help@atasc.army.mil

For assistance with program or contract management, please contact the Army CBT COR at cbtcor@secbmail.belvoir.army.mil.

For assistance after registration, logon to SmartForce and use the Help buttons throughout the site, call 1-800-938-3247 or email support@smartforce.com.

Click the icon to view the MFS Step-by-Step Guide.

Click the icon to view the Frequently Asked Questions (FAQs)

**For assistance with AKO, please click on the "AKO Help" at the top of screen, click on "Contact Us" and type in a phone number.
1-877-3791**

SmartForce
The e-Learning Company



State-of-the art Computer Based Training available for free to the Army Workforce

At no cost to the individual or their organization, all active duty soldiers, members of the National Guard or Reserves, Department of the Army civilian employees, and USMA and ROTC cadets are authorized to access over 1,500 Information Technology, Business Skills, and Interpersonal Skills courses from any location, around the clock (24/7). All you have to do to use SmartForce is get an [Army Knowledge Online](#) account and complete your [registration through ATRRS](#) to get a SmartForce username and password. Be sure to browse the [SmartForce Course Catalog](#) to see the courses available to you.

[Home](#)

[View the SmartForce Course Catalog](#)

[Register for SmartForce](#)

[ATRRS Homepage](#)

[Log Into SmartForce](#)

[Army Knowledge Online](#)

[Announcements](#)

[Administrators](#)

**ATRRS SmartForce Training Application**

Please enter your AKO login information

[AKO User Name:](#)

[AKO Password:](#)

Submit

**Your User Name is the first half of your AKO email address (e.g. if your email address is first.last@us.army.mil then your User Name is first.last).

Questions? Problems? Suggestions? Go to the [ATRRS Help Desk](#)

To access this web site you must first be authenticated as an authorized user. Authorized users are: Department of the Army Active Duty, Army National Guard, Army Reserves, Department of the Army Civilian employees, and Department of the Army Local National employees. Your information will be transmitted in a secure manner. NOTE: The Privacy Act, 5 U.S.C. 552a and DoD Web Site Administration Policies and Procedures Dated November 25, 1998, requires that federal agencies inform individuals, at the time information is solicited from them, whether the disclosure is mandatory or voluntary, by what authority such information is solicited, and what uses will be made of the information. This information will be used to verify the identity of eligible users of the United States Army e-Learning partnership license with the courseware provider. Routine Uses: Any information you provide will be used to verify your identity and eligibility to use the system. The information may be disclosed to members of the Department of Defense who have a need for the information in the performance of their official duties. Your AKO username will be disclosed to the courseware provider. Disclosure: Disclosure of this information is voluntary. Failure to provide the requested information may result in denial of access to the courseware provider. Your AKO username is required in certifying your identity and providing access to e-Learning opportunities.

Home
[View the SmartForce Course Catalog](#)
[Register for SmartForce](#)
[ATRRS Homepage](#)
[Log Into SmartForce](#)
[Army Knowledge Online](#)
[Announcements](#)
[Administrators](#)



Army MySmartForce Support

- **Hosting of MySmartForce content at its multiple commercial WEB hosting platforms.**
- **24 x 7 x 365 on-line mentoring by certified experts, live and archived SmartSeminars and Workshops, on-line resources (articles, white papers, live chats, threaded discussions) relative to the individual's program of study, and personalization of their curriculum.**
- **System Checklist.**
- **Web-Ex (allows 4 users from remote locations to connect up to 1 hour to present presentations live)**
- **Help Desk support from cbt.help@secbmail.belvoir.army.mil**
- **Help Desk support from help@ATSC.army.mil and support@Smartforce.com.**
- **Help Desk support from ahelp@ASMR.com (ATRRS)**
- **Help Desk support from help@us.army.mil (AKO)**



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